

FREQUENTLY ASKED QUESTIONS

Please email questions regarding **IGS Connect** and the **Solicitation** to igs.contact@dfa.arkansas.gov

IGS Connect Questions

1. Q: Where do I go to apply for a grant?
A: <https://igsconnect.arkansas.gov>
2. Q: Where do I find the recorded training for IGS Connect?
A: It can be found on the home page of <https://igsconnect.arkansas.gov> or under “My Training Materials” once you log into IGS Connect.
3. Q: When will IGS Connect be available for users?
A: We will begin admitting users into the system on March 22nd, 2017 at the beginning of the work day.
4. Q: Who can request to be a new user?
A: Only Authorized Officials (AO's) can request to be a new user and set up organizations. Authorized Officials will subsequently be able to add Acting Authorized Officials (AAO's) as users to the system.
5. Q: How many individuals from the same organization can be registered?
A: An AO may create as many other AAO's under their organization as necessary.
6. Q: I got an email from websites@agatesoftware.com. Is this spam?
A: Please add this email address to your contacts. Auto-generated IGS Connect system emails will come from this email address.
7. Q: Can you print application after you submit it or only before?
A: Yes, you can print the application after it has been submitted.
8. Q: Can I apply for more than one grant type?
A: Yes. On the Project Summary form question 9, select the grant type. IGS has a unified application. If you would like to apply for more than one grant type, return to the opportunity and start a new application choosing the new grant type.

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8 Applicant Type: *

9 Grant Type: *

12 Provide contact information: *

Name: *

Phone: *

13 Is the applicant delinquent on any federal debt? ☐ Yes ☐ No

10 Amount of Request: *

VOCA - Victims of Crime Act
STOP - Violence Against Women Act
FVPSA - Family Violence Prevention Services Act
SASP - Sexual Assault Services Program
Other

9. Q: How does an organization change the AO in IGS Connect?
A: Only one AO can be associated with an organization. The new AO will need to complete *Notification of Change in Authorized Official* form and return to IGS. IGS will then deactivate the old AO and notify the new AO that they can register as a new user.
10. Q: How do I include on-call hours in my application?
A: These hours can be inputted under “Other Expenses” category on your Project Budget & Budget Narrative. Please see the on-call policy on our website (<http://www.dfa.arkansas.gov/offices/intergovernmentalServices/grants/Documents/On-callhourspolicy.pdf>).
11. Q: Where do I include indirect costs in my application?
A: Use the “Other Expenses” category on your Project Budget & Budget Narrative. See the Code of Federal Regulations [Title 2 §200.414](#) for more information.
12. Q: Is there a paper application that can be filed or is there a paper tutorial that I can read?
A: Please see page 20 of the user guide. It will show you how to create a blank print version that you fill out prior to inputting into IGS Connect. You will need to submit your full application via IGS Connect.
<https://igsconnect.arkansas.gov/Documentation/ARDFA/IGSConnectGranteeManual.pdf>
13. Q: For the VOCA Application, there seems to be a calculation error on the budget page for match. When I calculate 20% match and add that amount into the local match column, there appears a note at the bottom of the page that tells me I have only included 17% match. I have played with this form and raised the match several times, but by the time I was able to get that note at the bottom of the page to confirm that there was 20% match included on the form, it was actually 26%.

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A: VOCA is calculated at 20% of the total project per VOCA guidelines. The calculation is Federal (80%) + Match (20%) = Total Project (100%) Match is 25% (20/80) of the federal amount or 20% of the total project. See the VOCA Guidelines Part IV.B.4 for additional information.
<https://ojp.gov/ovc/voca/vaguide.htm>

14. Q: The application guide states that the maximum for employee health insurance is \$425 per month, but the budget form will not accept that amount.

A: We have submitted a change request for IGS Connect to allow a maximum of \$425 for the insurance rate. This change should be completed prior to the due date. If not, submit your application by the due date and send us an email requesting adjustment for insurance rate.

15. Q: I am the Board President. Can you walk me through the process of getting access to IGS?

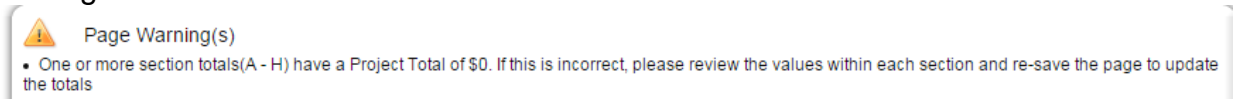
A: Please visit our website at <https://igsconnect.arkansas.gov>. Once you are on the website, please click the link for the registration tutorial video or click the link to download the registration video.

a.

Steps to Get Started:

The initial registration for your organization must be completed by an Authorized Official (AO) for the organization; e.g. Program Director; Once the AO registers the organization, they will receive an email *Notification of Access Approval* from the online systems administrator; and From that point, the AO can designate access to your organizational account to other staff members as they see appropriate; and once your organization is registered in the system, you can apply for grants and complete/submit reports.

16. Q: In running the check for errors in the IGS application, I am receiving this message:



a. I am seeing this as a caution which I am to review for the information to be correct. Am I correct in my thinking?

A: Yes, this message is to check for errors. It will not prevent you from submitting an application.

17. Q: How do I know which attachments to upload for my organization?

A: The attachments on the Organizational Uploads page are not required at this phase of the application process. The only attachment we need is the SF-424 in the Project Summary Form.

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- 18.Q: I have several applications and some of the forms have been saved in different applications, is there a way to combine them so everything is in one application?
- A: If you are applying for more than one grant type, you cannot combine the applications. If you are only applying for one grant type, please complete only one of the applications you have started.
- 19.Q: My first 2 employee detail forms automatically calculated the match amounts for the FICA, SUI and WC- but on the other two positions I entered it did not. It shows local match amount \$0?
- A: In order to calculate, you will need to complete the Local Match Hours per week fields.
- 20.Q: I saw in the training where we are supposed to pick the type of grant we are looking to apply for. Once I make my selection on that, can the AO/AO come in under the same organization and apply for a different type of grant?
- A: Yes. The AO/AO should be able to get into the system and apply for a different type of grant.
- 21.Q: When doing my project narrative and after saving my work I go back and see that some of my work has not been saved due to the limited 1-page limitation. What can be done to help save all the information that needs to be inputted?
- A: Please ensure that your narrative is specific and stays within the page limitations.
- 22.Q: I received this error on the employee detail form: If you have entered either Federal or Local Match Hours per Week, please specify a Mandated Benefits percentage for Workers Compensation; We have worker's compensation insurance but I am not sure how to apply this to the employee detail form? On the budget narrative do we still need to spell out the salary/hourly information as in year's past? Or since it is already in the form – is this just description of the job and their role in the project?
- A: In the employee detail form, there is a spot to put the Workers compensation percentage. If you do not know that percentage, please contact your Worker's Compensation carrier and have them provide your rate to you. The salary and hourly information is already in the employee detail form. Unless there is deviation or other factors included, there is no reason to restate this in the narrative. Please be as specific as possible in your narrative for everything else.
- 23.Q: I am trying to enter volunteer hours on my budget. It asks how many hours but does not autofill and does not allow me to change it. If I set volunteers

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up as an employee, then it adds the federal mandated benefits to the budget. Can you please advise?

A: Click SAVE and continue.

24.Q: The goals and objectives limits you to only 3 spaces. Is there a way to add additional spaces?

A: No, Use you 3 top goals if you feel like you want more of your goals listed combine your goals to use them.

25.Q: In the budget narrative there is a cell that is locked, under the staff narrative?

A: Anything to do with the employees, you will need to go back to the employee detail form and make the changes on the correct position and then return to your budget page.

26.Q: If I have two separate locations, how do I apply for projects for each location?

A: You can apply under the same organization using a different opportunity for each location. Name the location of each project in the *Project Title* located on the Financial Overview Form.

27. Q: How do you delete an application?

A: You can cancel an application by changing the status to Cancel. If you email us we can delete it for you. We will only review submitted applications.

28.Q: Is everything online?

A: Everything for the application process is online.

29.Q: Will I receive anything letting me know that I have submitted my application?

A: Yes, you will receive an email confirmation.

30.Q: In the SF-424, how do I answer question 14?

A: That is not a required field.

31.Q: Does the AO have to submit the application?

A: The AO or the AAO can submit the application.

32.Q: If I do not finish an application in one setting, can I save the information already entered and finish the application later.

A: Yes. Be sure to save the information each time you exit the application.

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33. Q: How do I add multiple employees on the Employee Detail Form?
A: Each employee will need an Employee Detail Form completed. After completion of the Employee Detail Form, click the SAVE button. Look to the right of the SAVE button and click the ADD button to complete another Employee Detail Form for additional employees. Continue the steps for each additional employee(s). Information from the Employee Detail Form incorporates into the Project Budget and Budget Narrative.
34. Q: How do you add the salary for each position?
A: You can add salaries in the Employee Detail Form.

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Solicitation Questions

1. Q.: When doing the Proposal Budget do I add my longevity in with the hourly wage or just add a note on the bottom?
A: Longevity pay is an allowable cost as long as it is a cost normally included in the position. It may be added to the budget request and will be reimbursed based on actual amounts as indicated by supporting documentation.
2. Q: Will IGS be offering Enhanced Funding again?
A: The 2016 Enhanced VOCA Funding Opportunity was for a one-time project. Funding is currently available under the Requests for Proposals posted to the IGS website.
3. Q: Does this require a Letter of Intent? If so, what is the deadline?
A: No Letter of Intent is required.
4. Q: Why the grant applications for VOCA and STOP limit the retirement rate to 14.5%?
A: DFA/IGS has established policies and procedures that mirror the State's rates. In this case, the state retirement rate is 14.5%. If this rate changes, we will update our policies.
5. Q: I have a question regarding the appropriate person to act as the Authorized Official when setting up the online account for our organization. This is our first time applying for these funds and I want to make I set-up the correct AO. Should the program director or the board chair be the AO?
A: The **Board Chair** is the appropriate person to serve as the **Authorized Official**.
6. Q: In completing the SF-424, do you have the following information/numbers?
Item #5b Federal Award Identifier
Item #12 Funding Opportunity Number (I guess this is different than the CFDA Title)
A: The Federal Award Identifier: This information should be left blank; and Funding Opportunity Number: That would be the number identified on the RFP, i.e., AR V-001.
7. Q: Are maintenance expenses, shelter utilities, shelter groceries and other items of like nature appropriate for VOCA match items?
A: Anything allowable under the project is also allowable for match. See 28 CFR 94.119 to 122 for allowable and unallowable activities. Please visit: <https://www.ecfr.gov/cgi-bin/text->

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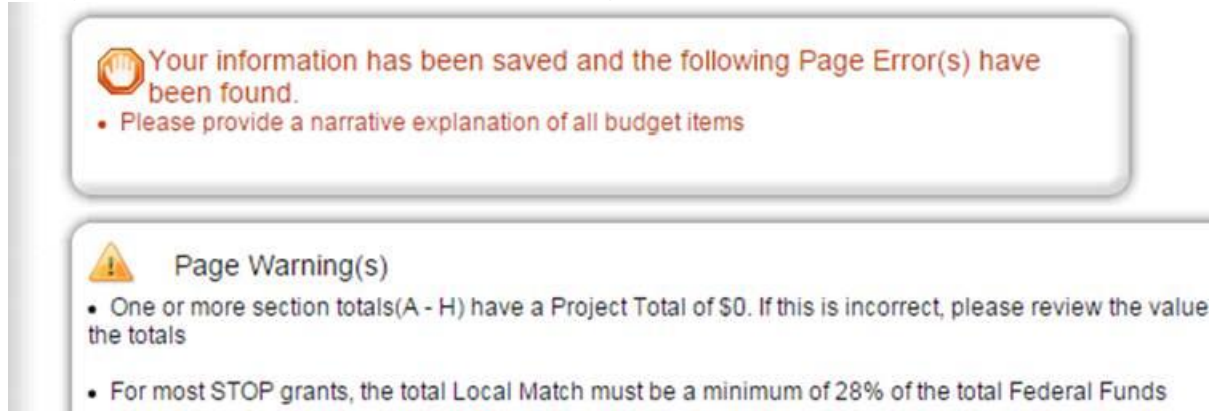
idx?SID=13f79e7febd93cfc9bb5bf8fe316da90&mc=true&tpl=/ecfrbrowse/Title28/28cfr94_main_02.tpl

8. Q: Is the “Request to Designate an Acting Authorized Official a part of the application process?
A: The Request to Designate an Acting Authorized Official form is not required as a part of the application process.
9. Q: Where can I locate the Subgrant Number for the upcoming VOCA award?
A: Subgrant numbers are issued after the awards are granted later this year.
- 10.Q: Can I request funds from the grant for our annual audit?
A: If your organization spent \$750,000 or more in federal expenditures during the fiscal year and is required to have a Single Audit performed, then a proportionate share of the expected audit costs may be included in your application. The Single Audit must be required by, and performed in accordance with the Single Audit Act (31 U.S.C. 7501-7507).
- 11.Q: When does the 26% federal matching requirement decrease to 20%?
A: It may decrease at the next open solicitation which happens every two (2) years.
- 12.Q: Is there a limit on funding that I can request on the RFP?
A: There is no limit on requests however there are limits on federal funds available for each program.
- 13.Q: Is there anywhere that outlines our options for budget line items?
A: Please see the RFP for allowable items under the funding source for which you are applying.
- 14.Q: Can I request an extra part time person be added to our list? Is there a specific \$ amount that Voca will pay? Or can I increase their pay? Can I add benefits? Can I increase our communications money? Can I add other utility expenses? Can I remove training all together and use that money elsewhere?
A: The IGS Connect System is designed to accommodate salaries mandated and employer benefits. If your board has approved an increase in salary please include the information. The system is also designed to accommodate your maintenance and operational needs as allowed by the funding source of your choice.
- 15.Q: Since we are not required to submit match, are we be able to submit without match?

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A: Most programs have a federal match requirement. If your program does not, you may still submit the application without including match. The only error that will not allow you to submit is the hand icon. An example is below. The page warning does not prevent you from submitting.



16.Q: Why is state unemployment limited to 3%?

A: According to the 2015 DOJ Financial guide and 2 C.F.R. § 200.430, charges to federal awards must "comply with established policies and practices of the organization." The guidance used by the state of Arkansas is in compliance with A.C.A. § 19-5-708 which limits the state agency to 3%.

17.Q: I noticed the RFP cited capital expenditures are not allowed, but we were unsure if the purchase of new equipment would be considered capital, even though this is an essential element of our program.

A: Please review [2 CFR 200.12](#) and [2 CFR 200.13](#) for the definition of capital expenditures.

18.Q: Should I list only the project or list all funding sources for an entire center?

A: List all funding sources and amounts for the entire organization.

19.Q: If either Federal or Local Match Hours Per Week are entered, should I specify the Mandated Benefits percentage for Workers Compensation? We have worker's compensation insurance but I am not sure how to apply this to the employee detail form. On the budget narrative do we still need to spell out the salary/hourly information as in year's past? Or since it is already in the form – is this just the description of the job and their role in the project?

A. Your Mandated Benefits are SUI at 3% maximum and Worker's Compensation is 5% maximum. You will need to contact your Worker's Compensation carrier and have them provide your rate to you. You will need to be very specific in your narrative.

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- 20.Q: If I request continuation funding for staff we hired in the expansion grant, how do I appropriately indicate this in the budget since they are already covered for the first month of this grant award? It does have a check box asking if this position is for a full year, but when I checked this box and hit save, I didn't see where I could alter the number of months.
- A: If you select that the position will not be funded for 52, weeks, it allows you to enter the number of weeks that you are requesting funding for the position.
- 21.Q: What type of documents are required for Mandated Benefits in monthly reporting?
- A: We are currently in the application process and specific documents relative to reimbursement requests will not be required until after an award is made. These documents are not necessary or required during the RFP/Application process.
- 22.Q: In the past, we have written for two separate grants, VOCA and FVPSA but I am under the impression that I only need to write one grant for both programs.
- A: You have the option of submitting multiple applications for multiple projects as you choose. DFA makes funding decisions based on allowable activities, available funds and application reviews.
- 23.Q: Are we allowed so many words in the project narrative boxes?
- A: There is a character limit in the Project Narrative form. Please be as specific as possible in your narrative.
- 24.Q: I am unable to enter more than 40 hours per week for volunteers on the Employee Detail form.
- A: The Employee Detail form will only allow 40 hours to be entered. Please go to the *"Project Budget & Budget Narrative"* page to enter hours for your volunteers.
- 25.Q: Can non-project hours be used as match?
- A: No. Only items allowable under the program can be used as match.
- 26.Q: How do I decide which project type?
- A: If you are going to do multiple victimizations then select the one that is you are primarily dealing with and then include the others as part of your project.
- 27.Q: What is the volunteer match rate?

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A: The current volunteer match rate is \$16.87. If it increases, we will adjust your final budget. Applications already submitted with the current rate do not require change.

28.Q: Can the workmen's comp that is paid by the organization be used as match?

A: Yes if the employee is on the project.

29.Q: If your employees are contract labor and you don't pay any benefits what do you classify them as?

A: If the employees are contract labor and you don't pay benefits on them then they will fall under the Professional Services budget category.

30.Q: Are preventative medications such as antibiotics or Plan B covered under the VOCA grant?

A: Yes, if they are needed for immediate health and safety and are not covered by other sources. See [28 CRF 94.119 \(a\)\(9\) and \(g\)](#).

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